

Information Technology Capital Investment Program

Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Mark Raymond

Email: Mark.Raymond@ct.gov

Agency: Department of Administrative

Project: DAS - Timekeeping, Scheduling

Project Manager: Diane Benedetto

Reporting Period: Project Inception through 12/

Total Funds Requested: \$22,605,864

Total Funds Allotted to Agency: \$22,605,864

Accumulative Total Capital Fund Expenditures to Date: \$20,612,234

Brief Project Description/Summary:

The Department of Administrative Services is modernizing the processes related to timekeeping, scheduling, management of leave requests and state/federal family medical leave. All state agencies have a set of diverse and uncoordinated business processes and systems to manage daily workforce tasks creating inefficiencies across the enterprise. A new technology investment and statewide process design will improve the efficiency of day to day tasks for front line supervisors, managers, human resources, and payroll.

The Enterprise Workforce Management Program will be implemented in multiple phases. The technology to support the new and/or updated business processes include the following Kronos solutions - Workforce Scheduler and TeleStaff, Timkeeper, Absence Manager, and Analytics. Statewide implementation has been removed from scope as of 7/2019. Reduced scope project is now: DOC, DDS, DVA, DCF, DESPP, DMHAS. Due to Covid-19, DDS and DMHAS have experienced reductions in available resources to support the project and are unable to meet the required project timelines. As a result, the project scope has been reduced and is now: DOC Advanced Scheduler, DVA, DCF, DESPP.

Summary of Progress Achieved to Date:

Assessments with the following Phase I Agencies - DCF, DMHAS, DESPP, DVA to gather the business and scheduling requirements

Distribution, configuration, connectivity testing of time clocks for Phase I agencies and some installs have occurred.

Organizational Change Management workshops conducted to assess training and communication requirements

Integration design sessions conducted with Accenture Kronos Core-CT team and the Central team

Integration design sessions conducted with Accruals, Kronos, Core-CT team, and the Central team to develop the integration between the PeopleSoft HR/Payroll and Kronos applications.

Development and launch of project website

Completion of Agency ROI analysis

Completion of new integration direction

Completed new scope / reduction of contract.

Completed selection of system integrator

Started work on system integration and currently testing for DCF end of Feb release.

Due to Covid-19, the DCF project implementation has been changed to a July release.

Completed DCF Kronos Configuration and Build Workforce Central Timekeeper

Completed DCF Data Collection, Configuration and Testing for Advanced Scheduler

Completed DCF UAT Testing

Completed DCF Data Clean up

Completed Go Live, Post Go Live Support Plan

Completed DCF Development of Training Plan

Completed DCF Delivery of Training Plan

Completed DCF Deployment of Azure Active Directory

Completed DCF Deployment of Mobile Application

Completed DCF Updates to Training Materials on the CT-Time Website

1/1/21

Scheduled DCF Soft Launch for 7/17/20 Deployment. This does not include the Integration/TCD file to Core-CT Time and Labor and will run parallel with Core-CT Timesheets TBD.

Released Leave Module and Employee Leave Balances

Released Accrual File

Completed Leave Module Training

In Progress Parallel Processing with Core-CT Time Entry

Completed Identification and Resolution of Defects

Completed the Communication Plan for the 4 Agencies.

Due to Centralization of Human Resources it was determined the Centralized Pod would not use the Kronos Leave Module for processing leave cases. A revised business process was developed for the 4 agencies to use the Kronos functionality for time reporting purposes.

Completed DESPP Telestaff Validation, Configuration and Build to include the Interface to WFC Timekeeping.

Completed DESPP Configuration and Build for Workforce Central Timekeeper

Completed DESPP Telestaff System Tests

Completed DESPP Data Clean up

1/1/21

Completed DESPP Test Plan Deployment

Completed DESPP UAT Testing

Completed DESPP Clock Installation and Testing

Completed DESPP Interface for Special Duty HCP/OPA Overtime

In Progress DESPP Vendor Billing Reports for DESPP Fiscal

Completed Go Live, Post Go Live Support Plan

Completed DESPP Development of Training Plan

Completed DESPP Delivery of Training Plan

Completed DESPP Deployment of Mobile Application

Completed DESPP Soft Launch Deployment 11/6/20.

In Process DESPP Parallel Processing

Completed Identification and Resolution of Defects

Scheduled DESPP GO Live TCD File 2/12/21

Completed DVA Data Collection, Configuration and Testing for Advanced Scheduler

Completed DVA Configuration and Build for WFC Timekeeping.

Completed DVA Data Clean up

Completed DVA Clock Installation and Testing

1/1/21

Completed DVA Test Plan

Completed UAT Testing

Completed Go Live, Post Go Live Support Plan

Completed DESPP Development of Training Plan

Completed DESPP Delivery of Training Plan

Completed DESPP Deployment of Mobile Application

Completed DVA Deployment of Azure Active Directory

Completed DVA Soft Launch Deployment Deployment 10/9/20

Completed DVA Identification and Resolution of Defects

Completed DVA Parallel Processing with Core-CT Timekeeping

Completed DVA TCD File Deployment Go Live 1/1/21

Completed DOC Discovery

1/1/21

Aborted DOC Telestaff Configuration and Build due to the CBA Complexities for Overtime Penalties, Automated Overtime Override Reason Codes and Customized Reports that Kronos could not meet within the required timelines

Completed Review of DOC Population with DOC Leadership to determine the employees to be included in the Kronos Deployment. The Leadership made the decision to only include DOC IMS Staff.

Completed DOC Data Clean up
Completed DOC Clock Installation and Testing
Completed DOC Test Plan
Completed DOC Testing
Completed Go Live, Post Go Live Support Plan
Completed DOC Development of Training Plan
Completed DOC Delivery of Training Plan
Completed DOC Deployment of Mobile Application
Completed DOC Deployment of Azure Active Directory
Completed DOC Soft Launch Deployment Deployment 1/1/21
Completed DOC Identification and Resolution of Defects
In Process DOC Parallel Processing with Core-CT Timekeeping
Scheduled DOC TCD File Deployment Go Live 2/12/21
Completed Kronos Integration Test for TCD Report and Time Export Report
Completed Kronos WFC System Test
Completed Labor Level Interface
Completed Person Import File Interface/Continuing to Make Modifications
Completed Accrual Balance Interface
Completed Core-CT Parallel Testing
In Process Core-CT TCD File Testing

1/1/21

Completed On-boarding DAS/BEST System Support Team to include: System Administrator, Device Manager, Integration Analyst
In Progress Replacement of WIM Position Refill
Completed Interview and Selection of the Advanced Scheduler/Telestaff HRIS Support Position Candidate On-Boarded and Trained
Completed Stabilization Support Plan
Completed the Design, Review and Approval from the 4 Agencies for Analytics

Issues and Risks:

1. Slight slip in new timeline due to data cleanup and testing schedule
2. Additional Support will be required for training and transitioning newly hired Central Support Team Staff due to delayed hiring.
3. Overlap with HR Consolidation activities need to be closely monitored. Lots of moving people and parts adding potential impact to the agencies business processes.
4. Due to Covid-19 project scope reduced to 4 agencies. The agency project plans have been adjusted and the deployment timelines extended.

1/1/21

5. A Critical Gap has been identified during DOC's Discovery requiring a Kronos Telestaff Enhancement. The Kronos Product Development Team is assessing the work to meet the requirement. The Project Team expects to receive a change order and associated costs within the next week. This will require additional delays in the DOC deployment timeline. Additional funding will be required for the Enhancement and extended project timeline. DOC will not be implementing Telestaff and will continue to use Atlas
6. DOC will require a Report Writer for Kronos Telestaff customized reports. We expect the approximate cost to be \$72,000.00. No longer an issue
7. DCF Readiness to go live with the TCD file.
8. The Kronos Team is scheduled to roll off end of February. If parallel processing with Core-CT extends past February, a mitigation plan for TCD and Interface Management will need to be created

Next Steps & Project Milestones:

- 1.DCF "Soft Launch Go Live" 7/17/20.

1/1/21

2. TCD File-Kronos with Core-CT T&L TBD.
3. DVA GO Live TCD File 1/1/21
4. DESPP Soft Launch go live 11/6/20.
5. DESPP TCD File Go Live Scheduled 2/12/21
6. DOC Soft Launch Go Live 1/1/21
7. DOC TCD File Go Live Scheduled 2/12/21
8. Stabilization Support Plan Effective February